

METHOD AND SYSTEM FOR REMOTELY CONFIGURING AND MONITORING A COMMUNICATION DEVICE

ABSTRACT

5 Methods and systems for remotely configuring and monitoring a communication device are provided, especially useful in a computer network environment such as the Internet. A communication device or network appliance compares communications entering the communication device to a list of communication types established as known security risks, for example hacker attacks, unauthorized attempted
10 access to network resources, or similar network security threats. If the received communication corresponds to a known security risk, the communication is classified as either a high security risk or low security risk, and an alert signal is transmitted to a remote monitoring center. Upon receiving the alert signal, the remote monitoring center assigns a priority to the alert signal based upon the type of the communication that
15 triggered the transmission of the alert signal. Based on the assigned priority, the prioritized alert signal is then forwarded to a remote monitoring agent for resolution. The remote monitoring agent may then analyze the communication, contact the end user of the communication device with an appropriate resolution, or take other appropriate action in response to the received communication. The communication device may also be
20 remotely configured.